

APAAC ANNUAL VICTIM ADVOCATE CONFERENCE

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ORDER OF PROTECTION CHANGES

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Statewide Protective Order Project--2020

2020

Arizona Criminal Justice Commission





HB2249

- 2018 session
- Effective 1/1/2020
- Impact For:
 - - Orders of Protection, [ARS 13-3602](#)
 - - Injunctions Against Harassment, [ARS 12-1809](#)
 - - Injunctions Against Workplace Violence, [ARS 12-1810](#)
 - - Emergency Orders of Protection, [ARS 13-3624](#)



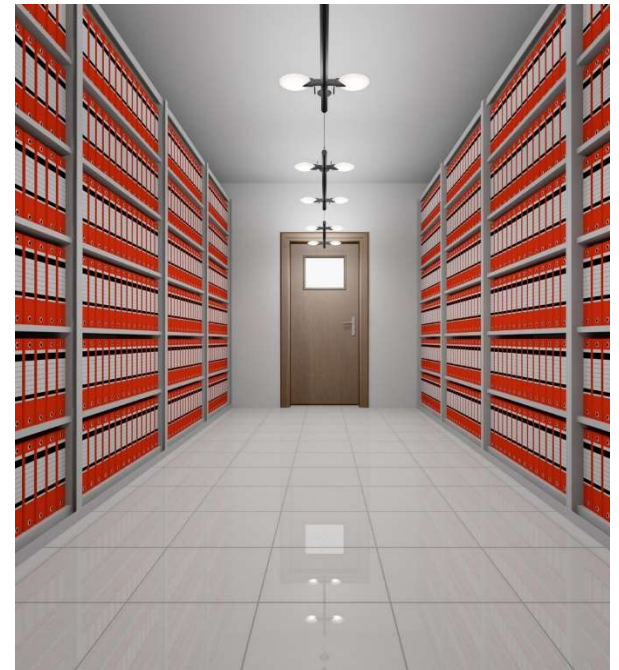
Process Change #1

- Court will transmit (via AOC) petition and order(s) to law enforcement or constable for service.
- Service Agency will retrieve petition and order through service portal.
- Plaintiff is no longer responsible for delivering order to initiate service.



Process Change #2

- Arizona Administrative Office of the Courts (AOC) has implemented the Court Protective Order Repository (CPOR)
- As of 1/1/2020, the AOC became the holder of record



AZPOINT System Overview



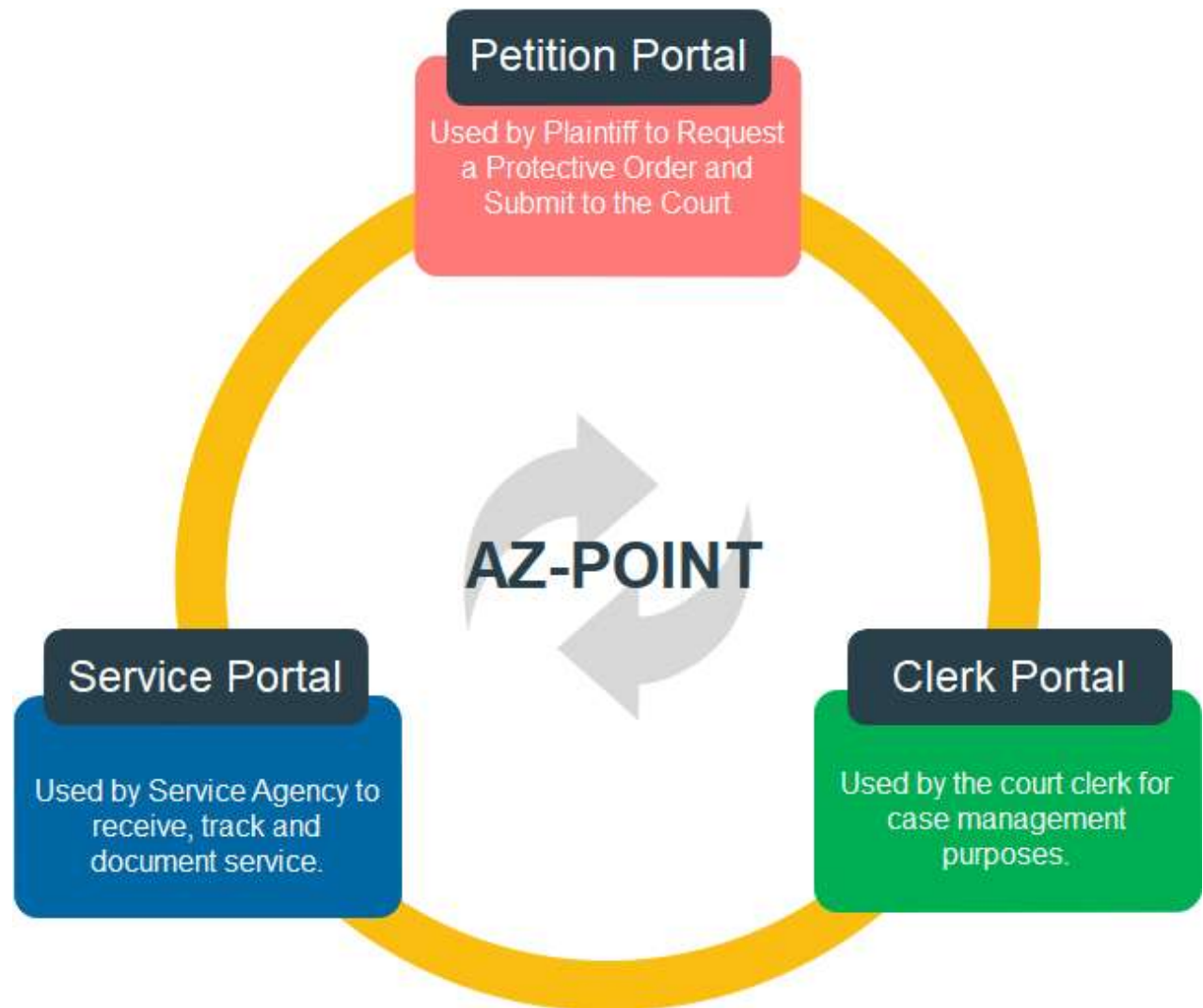


Partnership with ACJC

- ACJC drafted legislation in collaboration with stakeholders.
- Established goals of:
 - Automating the Protective Order system
 - Increasing number of served Orders
 - Increasing number of Orders reported to NCIC
- Obtained grant funds to support AOC-ITD technology project



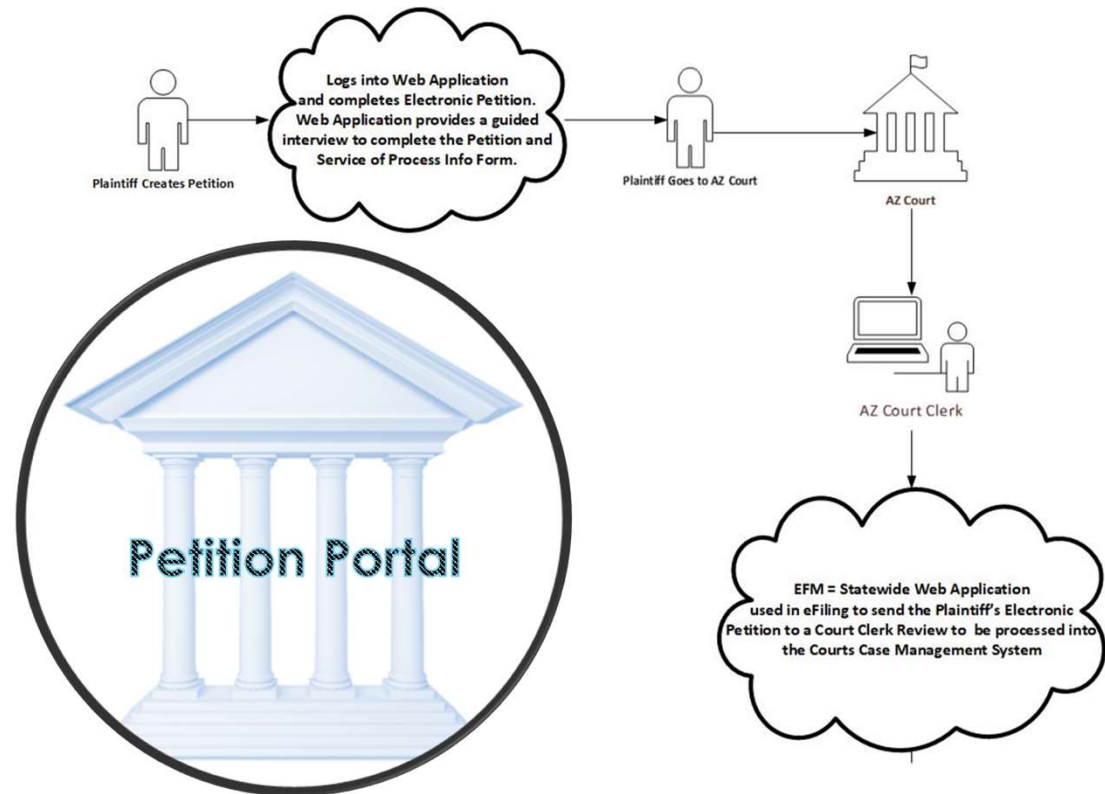
Key AZ-POINT Components





Petition Portal Filing Process

- Guided interview.
- Document completion—Plaintiff Information Sheet, Petition, Service of Process form.
- To file, Plaintiff goes to court of choice (unless family court case pending).
- Court downloads forms from web portal; then portal is locked.
- Plaintiff can file on paper, but petition portal preferred.



Petition Portal Features

- Can create more than one petition—but only one petition/defendant.
- Generates a petition number for filing.
- Floating safety button.
- Computer safety information.
- Information on how to obtain a new email address.
- Contact information for ACESDV/NCADV and legal services.
- Hover help.
- Accessible on multiple devices (laptop, PC, Apple, Android, etc.)



Landing Page



Arizona Protective Order Initiation & Notification Tool

Home

My Account ▾

Getting Started ▾

Help ▾

Log Out

Welcome to AZPOINT

Welcome to AZPOINT, the Arizona Protective Order Initiation and Notification Tool. Through an interview in this portal, you can quickly and accurately fill out the forms that are needed to request an Order of Protection at an Arizona court. An Order of Protection is a court order that is issued to stop a person from committing domestic violence or from contacting other people protected by the order. The portal will also help you figure out whether you (the plaintiff) and the person from whom you are seeking protection (the defendant) have a qualifying relationship for an Order of Protection. *

You may also use this portal if you're asking for protection on behalf of another person--either (1) a minor of whom you are the parent, guardian, or legal custodian or (2) an adult who is temporarily or permanently unable to request an order. Even if you are asking for protection on behalf of another person, you are still the plaintiff. The other person's name will also appear on another part of the petition.

* If you do not have a qualifying relationship for an Order of Protection, you may be eligible to apply for an [Injunction Against Harassment](#). You must be able to allege at least two incidents during the past year during which the defendant harassed you.

* If you are an employer seeking protection of your business or employees, you may apply for an [Injunction Against Workplace Harassment](#) based on a single act or a series of acts of harassment.

- the battery is warm at rest;
- you notice spikes in data use or increased charges on your phone bill, or
- the person causing harm knows details about private conversations you've had with others and has had access to your devices.

Again, if you think the technology you are using is suspect, please exit this window, wipe the history, and use a more secure device.

[View Your Petitions](#)

[Start A New Petition](#)



Petition Creation

#1612 Petition Creation In Progress

Plaintiff
Information

Defendant
Information

Family Court

Protective Orders

Additional
Persons

Incident History

Actions ▼

Plaintiff Information

Let's begin with information about you—the plaintiff. Your answers will be used to fill out the forms that you'll need to file a petition for a protective order at an Arizona court. You can stop and save your petition information at any time, and you can come back to it as often as you wish to continue working on it. If you don't return to your account for more than 90 days and continue working on your petition, your information will be removed. Information that is required is marked with a red asterisk*. Selected questions have tooltips (a question mark in a circle) that open when you tap or click them.

As the plaintiff, you can ask the court to issue an order for your own protection OR on behalf of another person who needs protection, such as a minor or an adult who is temporarily or permanently unable to come to a court to file a petition.

Toggle - Open All

Petition Information

+

Select the first option that applies to the relationship with the defendant. * ?

MARRIED (PAST OR PRESENT)

▼

Next Section »



Review Petition Details

Review Petition Details (Overview)

The information you've provided for this petition is displayed below. Look for tips and messages regarding sections with required fields that you may have missed. Please review and make any edits as necessary.

Once enough information has been collected for a complete petition, the system will display a "Court Ready" message with next steps and instructions.

Plaintiff Info

Edit Plaintiff Information

**Plaintiff Information Complete:** You have completed all of the required fields for the Plaintiff Information section.

Plaintiff Janet Midas

Relationship with the defendant: MARRIED (PAST OR PRESENT)


Date of Birth: 08/11/2001

PetitionType: Order of Protection

<p>Plaintiff Home Address</p> <p>1219 E Adams St Phoenix , AZ 85034</p>	<p>Plaintiff Contact Numbers</p> <p>Main Phone: (719) 555-1212 Cell Phone: Other Phone: <input type="checkbox"/> Court Cannot Text <input type="checkbox"/> Servicing Agency Cannot Text</p>	<p>Plaintiff Email</p> <p>Email Address: Email Restricted: <input type="checkbox"/></p>
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Defendant Info

Edit Defendant Information

**Defendant Information Not Complete:** Some required fields in this section are incomplete. Please review and provide answers for required fields.

Defendant John Adams

Defendant Information



Petition Ready

#1612 Order of Protection

Plaintiff Information Defendant Information **Filing Court** Protective Orders Additional Persons Incident History Actions ▼

Petition Identifier

Court Ready

Before you go to an Arizona court:

- Have you read the [Plaintiff's Guide Sheet](#), [FAQs](#), and the [Glossary](#)? (Look for them under the Help menu.)
- Have you contacted a [victim advocate](#)? (Look for contact information and other resources under the Getting Started link.)
- Do you have a safety plan? Victim advocates can help you create a safety plan.

Next Steps:

To complete the process, you must [go to an Arizona court](#) to file your petition and the other documents you filled out in this application. Until you personally file the petition, the documents you have filled out here in this website have no legal force or effect. If you do obtain a protective order from a court, the defendant must be served with a copy of the petition and the court order. The defendant has a right to ask the court for a contested hearing. At a contested hearing, you must prove to the court, by a preponderance of the evidence (more likely than not), that the allegations you made against the defendant are true.



Your information will be available at the court where you go to file your petition. You can file your petition at any city court, justice of the peace court, or superior court ([GO TO COURT LOCATOR](#))

Before going to a court, you may want to check its business hours and days of operation. When you arrive, you must give your petition confirmation number to court staff so your case can be started.

PETITION CONFIRMATION NUMBER: 1612

Acknowledge Your Petition Information & Verify Your Signature

My signature for the petition has been captured as /s/ followed by the name (last, middle, first) that I entered under section Plaintiff while answering the questions in this application.

Under penalty of perjury, I swear or affirm the above statements are true to the best of my knowledge. I request an order or an injunction granting relief as allowed by law.

How Advocates Can Help

- Explain the change in the service process for OPs.
- Assist with preparation of a SAFETY PLAN.
- Talk about whether a Protective Order should be part of the safety plan.
- Conduct a lethality assessment.



If your client wants to request a Protective Order

- Assist client with the guided interview in the AZPoint petition portal.
- Help the client obtain a new email address if necessary.
- Discuss—
 - Computer safety
 - Whether email or text notifications are safe for the client.
 - Risk of saving a password on a device or computer.
- Talk about the allegations with the client—provide information, not advice.
- Explain the court process.
- If you have resources, support the client at court.
- Get the word out!



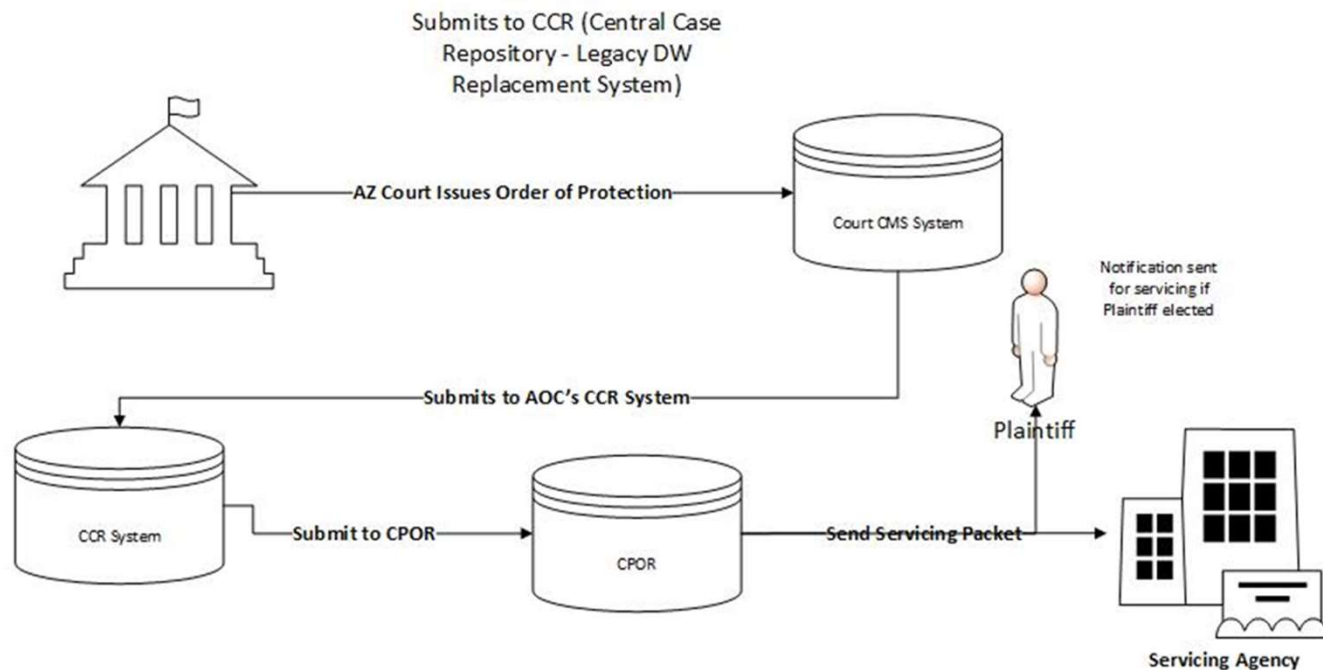


Injunctions Against Harassment

- Includes:
 - Injunction Against Harassment (IAH)
 - Injunction Against Workplace Harassment (IAWH)
- Plaintiff must arrange for service; pay fee (unless dating relationship or sexual violence).
- Server must file proof of service with the court within 72 hours via Service Portal.
- AZ Supreme Court is central repository; will register served IAH with NCIC.



Following Issuance of Protective Order



- Transmitted Documents include:
 - Petition with eSignature
 - Protective Order with eSignature
 - Defendant Guide Sheet
 - Service of Process Form (not to be served)

Landing Page



Account Login

AZPOINT Court Clerk

Username:

Password:

Login

Cancel

[Reset Password](#)



Petition Search

Petition Search

Court staff can accept and print Petition documents completed via AZPOINT from this menu.

Petition Look Up

Plaintiff Information


Defendant Information

Clear

Search



Petition Search Results

clear

PC #	Plaintiff	P DOB	Defendant	D DOB	Status	Case #	Court Name
	XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXX	XXXXXXXXXX	Yuma County Superior

Petition Summary

Petition Summary

PC #	Plaintiff	P DOB	Defendant	D DOB	Status	Action
					PF - Petition Filed	CaseNumber  

Documents For Printing

The form is titled "PLAINTIFF INFORMATION SHEET" and contains various fields for personal information, including name, address, date of birth, and contact details. It also includes a section for the plaintiff's signature and a date field.

Plaintiff Information Sheet

Print

The form is titled "GENERAL PETITION" and contains various fields for case information, including case number, date of filing, and a section for the petitioner's signature and date. It also includes a section for the court's decision.

General Petition Form

Print

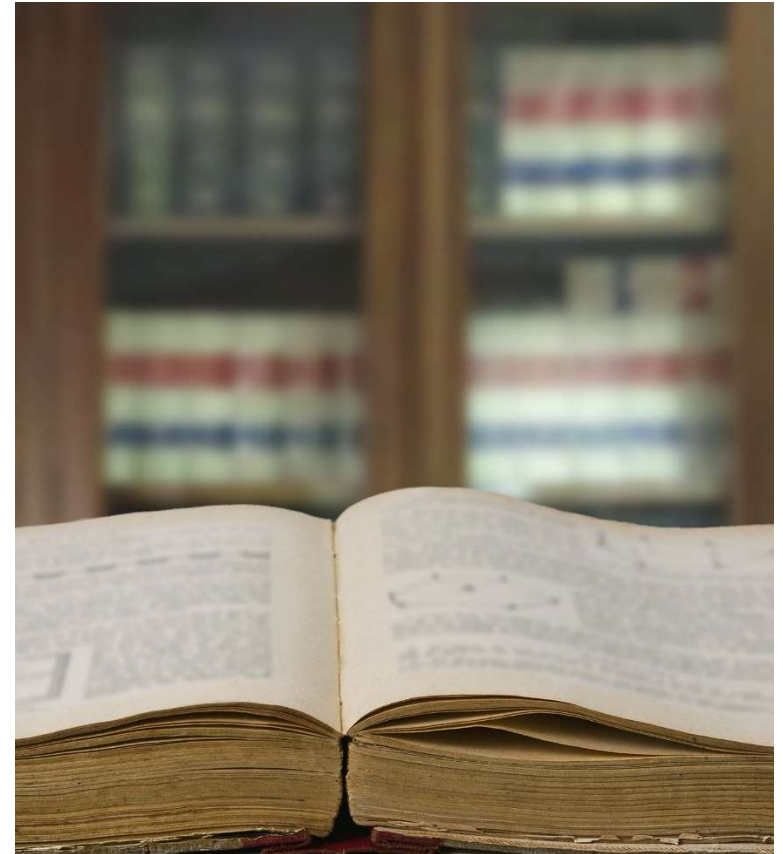
The form is titled "SERVICE OF PROCESS INFORMATION" and contains various fields for case information, including case number, date of filing, and a section for the petitioner's signature and date. It also includes a section for the court's decision.

Service of Process
Information Form

Print

Rule 31, Arizona Rules of Protective Order Procedure

- Effective 1/1/2020
- Court to transmit OP to law enforcement for service on same day issued...
- Unless judge makes findings—on the record—of extenuating circumstances.
- Court must transmit for service no later than 72 hours from date of issuance.







Landing Page

Account Login

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Introduction to system, reference to help, reminders for username/forgot password actions

Username:

Password:

Login

Cancel

[Reset Password](#)



Basic Search

AZPOINT Servicing Agency Application

Welcome to the AZPOINT Servicing Agency Application! From this application, you can:

- Search by the Courts Case Number
- Print the Servicing Packet: Order, Petition and Defendant(s) Guide Sheet
- Print out the Service of Process Information form if completed via AZPOINT
- Search and Enter a Declaration of Service after Order has been serviced
- Transfer the service assignment from one agency to another

Coming Soon:

- Dashboard with colors
- Enter and View service attempts
- View and update Plaintiff Notification
- Review and update Service of Process Information

Test with:

M0747PO2020000003 M0747PO2020000144

M0747PO2020000024 M0747PO2020000019

M745PO2019079031 M745PO2019079032

Court Case Search

Case Number:

OR

Defendant Name:

Please enter first and/or last name.

Enter at least 1st letter(s) or exact first name.

Enter at least 1st letter(s) or exact last name.

To search, *issuing court is required.*

Advanced Search



Case Search:

Full Court Case #

Clear

Case Number Search

Filter Search:

Start Date

06/30/2020

End Date

07/31/2020

Servicing Agency

Arizona Criminal Justice Commission

Issuing Court

Issuing Court (Optional)

Service Status

Service Status (Optional)

Order Status

Order Status (Optional)

Clear

Advanced Filter Search

Name Search:

Please enter first and/or last name(s) of
Defendant and/or Plaintiff.

Defendant First Name

Enter at least 1st letter(s) or exact first name.

Defendant Last Name

Enter at least 1st letter(s) or exact last name.

Plaintiff First Name

Enter at least 1st letter(s) or exact first name.

Plaintiff Last Name

Enter at least 1st letter(s) or exact last name.

Clear

Name Search



Search Results

Case Search:

Full Court Case #

Clear Case Number Search

Filter Search:

Start Date End Date

06/30/2020 07/31/2020

Servicing Agency

Arizona Criminal Justice Commission

Issuing Court

Issuing Court (Optional)

Service Status

Service Status (Optional)

Order Status

Order Status (Optional)

Clear Advanced Filter Search

Name Search:

Please enter first and/or last name(s) of Defendant and/or Plaintiff:

c

Enter at least 1st letter(s) or exact first name.

s

Enter at least 1st letter(s) or exact last name.

Plaintiff First Name

Enter at least 1st letter(s) or exact first name.

Plaintiff Last Name

Enter at least 1st letter(s) or exact last name.

Clear Name Search

Search Results

Name Search Results

Show 10 entries

Filter Results:

Court Case #/ Issuing Court	Date Order Issued	Defendant Info	Plaintiff Info	Agency	Service	Actions
					Expired Served = NO	Print Menu
					Expired Served = NO	Print Menu
					Expired Served = NO	Print Menu
					Unserviced Order Served = NO	Print Menu
					Unserviced Order Served = NO	Print Menu
					Unserviced Order Served = NO	Print Menu
					Unserviced Order	Print Menu

Protective Order Status Codes



Service of Process

COURT CASE #								
Service of Process	Service Attempts Transfer Declaration of Service Plaintiff Notification Print Menu							
Plaintiff v. Defendant	<div>Court Case No.</div> <div>Date Issued</div> <div>SERVICE OF PROCESS INFORMATION FORM</div>							
Your name Email								
Address: Main phone *Cell								
City, State, ZIP <small>*Will you accept text messages on this cell or at another number?</small> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Alternate number								
DEFENDANT'S INFORMATION (person you want to be served)								
Defendant's name	Birthdate <input checked="" type="checkbox"/> Actual <input type="checkbox"/> Estimated							
Address	Does Defendant need an interpreter? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, language needed							
City, State, ZIP	Does Defendant live with you now? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No							
Apartment complex name								
Sex	Race	Height	Weight	Eye color	Hair color	Driver license #	State	Expiration date
M	I	5' 5"	180	Gray	Orange		NA	
Defendant's ethnicity is: <input checked="" type="checkbox"/> Hispanic <input type="checkbox"/> Not Hispanic								
Company/work name						Work phone		
Work address								
City, state, ZIP								
Normal								



Transfer History

COURT CASE # 2017-000000000000000000

[Service of Process](#)[Service Attempts](#)[Transfer](#)[Declaration of Service](#)[Plaintiff Notification](#)[Print Menu](#)

Transfer the current service assignment from one servicing agency to another servicing agency.

Show entries

Filter Results:

Court Case #/ Issuing Court	Date Order Issued	Minor	Defendant Info	Plaintiff Info	Agency	Date Served	Type of Doc Served	Who was Served
Glendale Municipal	01/10/2020	False	CHECK THIS TOO	ABLE TO THE	Holbrook Police Department	01/22/2020	POP	Defendant

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

Servicing Agency Transfer History Case # 2017-000000000000000000

Show entries

Filter Results:

Court Case #	Date of Assignment	Current Agency	Transferring Agency	Reason
	2/7/2020 2:09:20 PM	Holbrook Police Department	Avondale Police Department	i
	2/7/2020 1:15:21 PM	Arrowhead Justice Precinct Arrowhead Justice Court	Administrative Office of Court	i
	2/7/2020 1:02:17 PM	Arcadia Biltmore Justice Precinct Arcadia Biltmore Justice Court	Administrative Office of Court	i

Transfer

Show 10 entries

Filter Results:

Court Case #/ Issuing Court	Date Order Issued	Minor	Defendant Info	Plaintiff Info	Agency	Date Served	Type of Doc Served	Who was Served
Tempe Municipal	04/03/2019	False						Defendant

Showing 1 to 1 of 1 entries

Previous 1 Next

Servicing Agency Transfer: 19-013175-4

Transfer the current service assignment from one servicing agency to another servicing agency.

Case Number

Date of Transfer

8/3/2020 4:14:59 PM

Name of Person Who Transferred

Identification #

Agent / ID

Agency

Transfer Case To

Type to Search...

- Please Select -

Justification For The Transfer

Assignment Reason



Print Screen

COURT CASE # 19-03754-02

[Service of Process](#) [Service Attempts](#) [Transfer](#) [Declaration of Service](#) [Plaintiff Notification](#) [Print Menu](#)

After service has completed, please complete the Declaration of Service form. By completing this form, this will allow the AOC to submit to NCIC. AOC will send notification to the court to print out the completed Declaration of Service.

Show 10 entries Filter Results:

Court Case #/ Issuing Court	Date Order Issued	Defendant Info	Plaintiff Info	Agency	Service
Tempe Municipal	04/03/2019 Expired Order (IAH)				Served = No Expired

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

Documents For Printing

Defendant Guide Sheet

Print

Service of Process Information Form

Print

Order

Print

Petition

Print



Emergency Orders of Protection

- Emergency Orders are Not Processed Through AZPOINT System
- Orders will expire after 72 hours
- Agencies are responsible for entry into ACIC/NCIC
- Issuing Judge will document the Emergency OP/IAH they issue
- Agency must file certificate of service with the court

Contact Information

Service Agency and Victim Advocate

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ARIZONA CRIMINAL JUSTICE COMMISSION

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2020